

# Return

## Introduction

Did you choose the wrong size or the products? or products are not as expected? Do you want to receive the products back as soon as possible, it is recommended that you place a new order and sends the received products back and we refund your money – it is to be expected turnaround time of up to 2 business days of returned products.

## Claim

Have you received a product which is covered by the warranty, we recommend you contact us by email [silky-dream@egsgaard.eu](mailto:silky-dream@egsgaard.eu) or by telephone on (+45) 75 89 39 30

Please send the products back in the original package without removing hang tags etc.

If the goods are a gift, please indicate the name and e-mail address below.

## Return note is made in two steps

1. Print return note
2. Fill out the form below as complete as possible

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Ordernumber \*:  you find it on the invoice  
Your E-mail \*:   
Name \*:   
Telephone:

**Below address is only to be filled if the returned products should be send to another address than where it has been delivered – or if there is another name on the mailbox (C/O address).**

Name:   
Address:   
Postcode / City:

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# The products should be returned or exchanged

## Exchange and return codes:

0. To big in size
1. To small in size
2. Does not match my expectations
3. There is something wrong with the fit
4. Materials or workmanship - please describe the error
5. Is shrunk - some errors after washing - please describe the error and how the product has been washed
6. Late delivery
7. Wrong item in the bag (brand corresponds to your order, but delivered a different product or size)
8. Wrong item shipped
9. Other reason - note this in the comment

## Item Code Change size Return Money Comment

Item	Code	Change size	Return	Money	Comment
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

- I have more items than there was room for in the above table, then the rest I write on the back of the return slip I print out.

## Refund

Klik venligst i **en** af de 3 følgende rubrikker (Benyttes hvis du enten skal have penge tilbage, eller den vare der ønskes byttet til er udsolgt)



<input type="radio"/>	I have paid by credit card, and would like to get the money back into the account.
<input checked="" type="radio"/>	I have paid via Paypal:
<input type="radio"/>	<p>I would like to have the money deposited into my bank account:            Your registration number and account number on the back of your card (see fig.):</p> <p>Reg. no.(4 cifre)      Account number (max 10)</p> <p><input type="text"/>                      <input type="text"/></p> <p>When transferred to your bank account, you will receive your money within 5 days.</p>